

05-16-02

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PTO/SB/82 (10-00)

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**REVOCATION OF POWER OF
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Application Number	09/884,776
Filing Date	06/19/2001
First Named Inventor	Joel Frederick Kilpatrick
Group Art Unit	2163
Examiner Name	NA
Attorney Docket Number	RSW920010091US1

I hereby revoke all previous powers of attorney or authorizations of agent given in the above-identified application:

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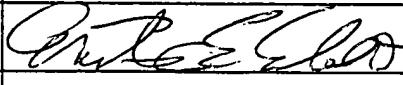
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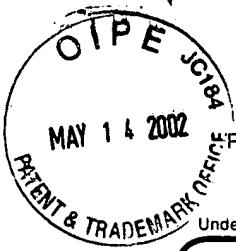
 Applicant/Inventor. Assignee of record of the entire interest. See 37 CFR 3.71.
Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96)**SIGNATURE of Applicant or Assignee of Record**

Name	Anthony E. Ebert	Anthony E. Ebert
Signature	 Director of Intellectual Property Genesys Telecommunications Labs, Inc.	
Date	MAY - 3 2002	

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below.

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PTO/SB/81 (02-01)

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Application Number	09/884,776
Filing Date	06/19/2001
First Named Inventor	Joel Frederick Kilpatrick
Title	Method and Apparatus for Skill-Based Task Routing
Group Art Unit	2163
Examiner Name	NA
Attorney Docket Number	RSW920010091US1

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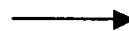
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 Applicant/Inventor. Assignee of record of the entire interest. See 37 CFR 3.71.

Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96).

SIGNATURE of Applicant or Assignee of Record

Name

Anthony E. Ebert

Anthony E. Ebert

Signature

Director of Intellectual Property

Date

MAY - 3 2001

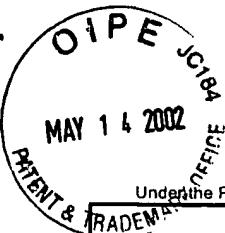
Genesys Telecommunications Labs, Inc.

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below*.

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STATEMENT UNDER 37 CFR 3.73(b)

Applicant/Patent Owner: International Business Machine Corporation

Application No./Patent No.: 09/884,776 Filed/Issue Date: 06/19/2001

Entitled: Method and Apparatus for Skill-Based Task Routing

Genesys Telecommunications Laboratories, Inc., a Corporation

(Name of Assignee)

(Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

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states that it is:

- the assignee of the entire right, title, and interest; or
- an assignee of less than the entire right, title and interest.
The extent (by, percentage) of its ownership interest is _____ %

in the patent application/patent identified above by virtue of either:

A. [] An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel _____, Frame _____, or for which a copy thereof is attached.

OR

B. [] A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as shown below:

1. From: Joel Frederick Kilpatrick To: International Business Machines Corporation
The document was recorded in the United States Patent and Trademark Office at Reel 011947, Frame 0383, or for which a copy thereof is attached.

2. From: International Business Machines Corporation To: Genesys Telecommunications Laboratories, Inc.
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[] Additional documents in the chain of title are listed on a supplemental sheet.

[] Copies of assignments or other documents in the chain of title are attached.

[NOTE: A separate copy (i.e., the original assignment document or a true copy of the original document) must be submitted to Assignment Division in accordance with 37 CFR Part 3, if the assignment is to be recorded in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

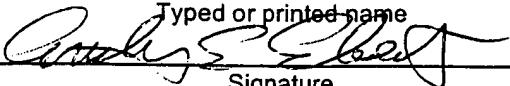
MAY - 3 2002

Date

Anthony E. Ebert
Director of Intellectual Property
Genesys Telecommunications Labs, Inc.

Anthony E. Ebert

Typed or printed name


Signature
Director of Intellectual Property

Title



Certificate of Express Mailing

"Express Mail" Mailing Label Number: EL769577463US

Date of Deposit: 05/14/2002

Ref: Case Docket No.: RSW920010091US1

First Named Inventor: Joel Frederick Kilpatrick

Serial Number: 09/884,776

Filing Date: 06/19/2001

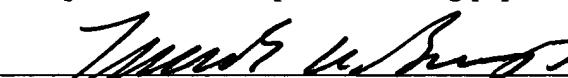
Title of Case: Method and Apparatus for Skills-Based Task Routing

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Statement Under 37 CFR 3.73(b).
2. Power of Attorney or Authorization of Agent.
3. Revocation of Power of Attorney or Authorization of Agent.
4. Certificate of express mailing.
5. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)


(Signature of person mailing papers or fee)